

# **Job title: Event Administrator**

## **Job description**

### **The opportunity:**

An exciting opportunity to join our Events Team based at our High Wycombe office. You will play an important role in supporting our volunteers to create consistency in the delivery, safety and reporting of the sport events programme.

You will work closely with the wider Events Team to run, develop, and maintain the sports programme.

Monday to Friday. Opportunity to work from home twice a week, following the first month in the office only.

### **Reporting to:**

Events Team Leader

### **Key accountabilities:**

Event & volunteer Support

- Provide main point of contact support for general volunteer and member queries using the events mailbox to manage these.
- Support Event Organisers with the events approval process to ensure that their events are advertised on the website efficiently.
- Ensure that all insurance, legal and health and safety obligations are followed for all events.
- Ensure all calls and queries are undertaken efficiently and within agreed standards.

## Administration

- National Travel Policy
- Phone calls/member services activities/case management
- Approval of events
- Ad-hoc project tasks if required
- CRM updates
- Process any data requests received from volunteers
- Update volunteer records on the CRM when any changes are made, or new volunteers are recruited
- Provide support and feedback as and when required to other departments within CSSC

## About you:

- Excellent communication skills, both written and verbal.
- Ability to manage and organise time and workload effectively.
- Resilient and flexible with the ability to work under pressure
- Organised with good attention to detail and the ability to work to tight deadlines.
- Personal drive and enthusiasm with a positive attitude and a desire to succeed.
- Good team player, self-motivated and able to work on own initiative.

## Key skills & experience:

### Essential

- Outstanding Communication, Planning/Organisation, and People Management Skills
- Be Flexible, Self-Motivated, and Approachable
- Competency in Microsoft applications including Word, Excel and Outlook

### Desirable

- A working knowledge of managing online information systems, CRM and digital Event and Training Management Systems
- Event management experience either in the workplace or attained through a relevant qualification.
- Experience of working with volunteers

- Experience of data management and analysis and MI reports

### **Benefits:**

#### **What can we offer you?**

- 24 ½ days annual leave + Bank Holidays
- Free CSSC Membership
- 90 minutes of wellbeing time, per week
- Flexible working
- Excellent company pension schemes available
- Training and Development opportunities
- Access to Employee Assistance Programme
- Cycle to Work Scheme

### **About us:**

We are a not-for-profit membership organisation with over 130,000 members. Our vision is to inspire our members to explore new ways to be active and healthy. Our four organisation values are Passionate, Progressive, Supportive and Social.

We reserve the right to close this vacancy early if we receive sufficient applications for the role, therefore early applications are encouraged.

Job Type: 1-year fixed term